

231243
1998.640.C

QUARTERLY SERVICE QUALITY REPORT
SOUTH CAROLINA OPERATIONS

COMPANY NAME dPi TeleConnect, LLC
QUARTER/YEAR 2Q11 / 2011

MONTH:	April 2011	May 2011	June 2011
Number of Customer Access Lines	<u>6,031</u>	<u>5,530</u>	<u>5,196</u>
New Service Applications Held over 30 Days	<u></u>	<u></u>	<u></u>
Trouble Reports / Access Line (%)	<u>Same as ILEC</u>	<u>Same as ILEC</u>	<u>Same as ILEC</u>
Customer Out of Service Clearing Times (%)	<u>Same as ILEC</u>	<u>Same as ILEC</u>	<u>Same as ILEC</u>
New Installs and Re-Installs Completed within 5 Days (%)	<u>Same as ILEC</u>	<u>Same as ILEC</u>	<u>Same as ILEC</u>
Commitments Fulfilled (%)	<u>Same as ILEC</u>	<u>Same as ILEC</u>	<u>Same as ILEC</u>
Number of Lifeline Customers	<u>Same as ILEC</u>	<u>Same as ILEC</u>	<u>Same as ILEC</u>

Comments / Explanations: _____

Preparer's Name: Wanda Johnson-Townsend
Phone and Email: 407-260-1011; mark@csilongwood.com

RECEIVED
PSC SC
MAIL / EMS

Mail completed form to: Office of Regulatory Staff
Telecommunications Department
1401 Main Street, Suite 900
Columbia, SC 29201

(803) 737-0800